

# CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (A) Center Leadership Council Web Site

<b>TA No:</b>	167-Rev6		
<b>Task Area Monitor:</b>		<b>Alternate Task Area Monitor:</b>	None
<b>NASA POC:</b>	None	<b>Software Control Class:</b>	Low Control
<b>Type of Task:</b>	Recurring Task		

## 2. BACKGROUND

None required.

## 3. OBJECTIVE

Develop an internal website that will provide a vehicle for communication.

## 4. GENERAL IT SUPPORT SERVICES

### Services Specified Through Exhibit A:

Each month, create a list of LaRC employee birthdays for the Public Outreach Office, to be used to mail birthday cards to active LaRC Employees.

### Maintenance of Software Developed By or For LaRC:

On-going maintenance is required.

### General IT Support Services Performance Metrics

Performance Standard: The contractor provides reasonable and proactive monitoring of applications.

#### Performance Metrics:

Exceeds: The contractor detects the loss of a web site or application or detects a security breach less than 1/2 hour following its occurrence or prior to the start of service support hours. The contractor notifies the TAM and any impacted customers of site/application service interruptions within one business hour of its detection.

Meets: The contractor detects the loss of a web site or application or detects a security breach within 1/2 - 1 hour following its occurrence during core support hours. The contractor notifies the TAM and any impacted customers of site/application service interruptions within one business hour of its detection.

Fails: The contractor fails to detect the loss of a web site or application within 1 hour of its occurrence during core support hours.

Performance Standard: Documentation covering the use of application software covered by this requirement is complete, understandable, and up-to-date.

Performance Metrics:

- Exceeds: Documentation is error free, complete and up-to-date. Significant improvements have been made in the clarity of documentation or documentation is proactively sought from all sources.
- Meets: Documentation is complete with only minor errors noted
- Fails: One or more required documentation components are not available or errors are noted that could compromise the operation or integrity of the applications.

Performance Standard: The applications software to which these services apply is fully operational and kept up-to-date with no significant disruption in capability.

Performance Metrics:

- Exceeds: "Meets" and improvements are recommended and adopted; or users rate help in the use of applications very good to excellent.
- Meets: The inventory, including status, of application software is current and accurate. Upgrades are installed and fully operational within 5 days of receipt (or approval, if later) with no loss of data. Users rate operation and help in use of the applications satisfactory.
- Fails: Any of the requirements of this subsection (a through h) is not satisfied. Users rate operation and help in use of the applications less than satisfactory.

## **5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES**

None required.

## **6. WORK-AREA SPECIFIC SERVICES**

None required.

## **7. Exhibit A**

None required.

## **8. SPECIAL SECURITY REQUIREMENTS**

None required.

## **9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS**

None required.

## **10. JOINT REVIEW SCHEDULE**

Review meetings will be scheduled between the contractor and the customer at the customer's request.

#### **11. PERIOD OF PERFORMANCE**

This TA is effective from 09/20/05 to 04/27/10

#### **12. TECHNICAL PERFORMANCE RATING**

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50%      Timeliness: 50%

#### **13. RESPONSE REQUIREMENTS**

The Contractor's Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

#### **14. GOVERNMENT ESTIMATED COST**

#### **15. FUNDING INFORMATION**

Funding last submitted on 04/22/2009.

#### **16. MILESTONES**

None required.

#### **17. DELIVERABLES**

Number	Deliverable Item	Deliverable Schedule
1	Provide support maintenance as needed	TBD

#### **18. FILE ATTACHMENTS**

None.